OL/2020/94-E-I, II

ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව
இலங்கைப் பரீட்சைத் திணைக்களம்
Department of Examinations, Sri Lanka

94 | E | I, II

අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2020
கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2020
General Certificate of Education (Ord. Level) Examination, 2020

විද්‍යුත් ලේඛනකරණය හා ලඝුලේඛනය (ඉංග්‍රීසි) I, II
மின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும் (ஆங்கிலம்) I, II
Electronic Writing and Shorthand (English) I, II

පැය තුනයි
மூன்று மணித்தியாலம்
Three hours

අමතර කියවීම් කාලය - මිනිත්තු 10 යි
மேலதிக வாசிப்பு நேரம் - 10 நிமிடங்கள்
Additional Reading Time - 10 minutes

Use **additional reading time** to go through the question paper, select the questions and decide on the questions that you give priority in answering.

Electronic Writing and Shorthand (English) I

NB :

(i) *Answer all questions.*

(ii) *In each of the questions from* 1 *to* 40*, pick one of the alternatives* (1), (2), (3), (4) *which is correct or most appropriate.*

(iii) ***Mark a cross (X) on the number corresponding to your choice in the answer sheet provided.***

(iv) *Further instructions are given on the back of the answer sheet. Follow them carefully.*

---

1. What are the letters typeset by using the middle finger of the lefthand and the middle finger of the righthand in the home keys of the keyboard respectively?
(1) s and h (2) s and k (3) d and j (4) d and k

2. Select the correct statement about the Pitman shorthand method.
(1) Shorthand is the art of representing spoken sounds by written signs.
(2) The sounds heard in English words are divided in Pitman shorthand into twenty consonants.
(3) In Pitman shorthand, vowels are represented by straight strokes.
(4) When writing in shorthand, words are written according to the ordinary longhand spelling.

3. What is **not** a reason to be created shorthand methods?
(1) Need of writing fast than manual system
(2) Need of writing as speed as talking
(3) Need to speed up documentation activities because of industrialization
(4) Need to exchange confidential information with industrialization

4. ① .... is an English shorthand method and ② .... is a Sinhala shorthand method that use in Sri Lanka.
Select the answer that shows the correct terms for the blanks ① and ② in above statement respectively.
(1) Lowrence, Slown (2) Pitman, Kanter
(3) Kanter,Greage (4) Kanter, Lowrence

5. Nayomi, who has followed a computer course, interested in a job advertisement published in a newspaper regarding a post of computer operator.
When applying for the post of computer operator **two** documents that she should submit are
(1) paper advertisement and application.
(2) application and appointment letter.
(3) a copy of the certificate and application.
(4) a copy of the certificate and paper advertisement.

[*see page two*

6. When preparing a paper advertisement, it should be prepared as to get the attention of readers on the stated message.
In this statement, 'to get the attention of readers' means
(1) informing and motivating to respond.
(2) reminding and presenting information.
(3) making aware of and directing to fill-up the relevant formats.
(4) reminding and fulfilling the needs.

7. When clicking the left button of the mouse on the icon 🗗, which is at the top right corner of an opened window in the computer.
Because of this,
(1) the opened window will minimize and it can be seen in the task bar.
(2) the opened window will reduce and it can be seen on the desktop.
(3) the opened window will expand into the size of computer screen.
(4) a minimized document in the task bar can be seen on the desktop.

● Answer the questions No. 8 and 9 using the following information.

Saranga, who was editing a document with number of pages that saved in the computer, clicked on the **S** key with the **Ctrl** key together in the keyboard after few editings.

8. Because of the above action of Saranga,
(1) the whole opened document is selected.
(2) the opened document saved with editings in the same file.
(3) a window appears to save the opened document with editings as a new file.
(4) it reaches to the last page of the opened document at once.

9. Select the correct statement regarding the above description.
(1) Both the keyboard and the monitor are input devices of the computer system.
(2) Saranga is a liveware of the computer system and the keyboard is an output device of the computer system.
(3) The saved document in the computer is a software of the computer system and the keyboard is a hardware.
(4) The keyboard is a hardware of the computer system and the computer operator, Saranga, is a liveware.

10. Following are some documents that saved in a computer.
A - list of names of the students in classroom
B - The sheet indicating average marks of the students in the last term test
C - The mark sheet of the Sinhala subject in the last term test
D - The document of weight of students who were present on a certain day
E - The list of students indicating marks obtained for mathematics from the highest marks to the lowest.
Select the correct option that categorized the above documents as data documents and information documents.

	Data documents	Information documents
(1)	A, B	C, D, E
(2)	B, E	A, C, D
(3)	A, C, D	B, E
(4)	A, D, E	B, C

[see page three

11. Few health issues that can be undergone by the computer operator are in column **X** and the remedies for those issues are in column **Y**.

X	Y
(1) Health issues of eyes because of high brightness of the screen	A. Using tables and chairs made in the correct standards.
(2) Health issues related to backbone because of sitting for a long time	B. Doing exercises for fingers and arms
(3) Health issues of the neck because of placing the screen higher or lower level	C. Using a computer screen filter
(4) Health issues in hands because of using the keyboard for a long time	D. Placing the computer screen according to the eye level

Select the correct option when precotions taken in column **Y** are matched according to the order of issues in column **X**.

(1) A, C, D, B (2) B, D, C, A (3) C, A, D, B (4) C, D, A, B

12. Select the answer that shows only the storage devices.
(1) Pen drive, Compact disk, Monitor, Printer
(2) Light pen, Hard disk, Compact disk, Pen drive
(3) Hard disk, Pen drive, Random access memory (RAM), Speakers
(4) Random access memory, Compact disk, Hard disk, Pen drive

13. Sama moves her fingers on the home keys of the keyboard as follows.
"index finger of the left hand, ring finger of the right hand, small finger of the left hand, ring finger of the left hand, index finger of the right hand."
What is the word that she typed?
(1) glads (2) flash (3) clash (4) false

14. What are the correct fingers you should move on the home keys of the keyboard to typeset the word 'dash'?
(1) Ring finger of the left hand, small finger of the left hand, middle finger of the left hand, index finger of the right hand
(2) Middle finger of the left hand, ring finger of the left hand, small finger of the left hand, index finger of the right hand
(3) Middle finger of the left hand, small finger of the left hand, ring finger of the left hand, index finger of the left hand
(4) Middle finger of the left hand, small finger of the left hand, ring finger of the left hand, index finger of the right hand

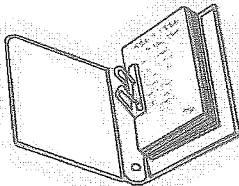
15. Following are few words that typed by using the keyboard of the computer.
butter, queen, river, internet
Select the answer that shows the row/rows of the keyboard that used to typeset the above words.
(1) home keys only
(2) home keys and upper keys only
(3) home keys and lower keys only
(4) upper keys and lower keys only

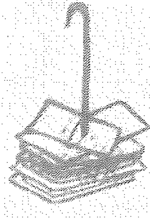
16. Select the sentence that typeset using the home keys and upper keys only.
(1) Two short lessons are finished
(2) Three pages story has to read
(3) You are agreed to give that
(4) I try to complete it today

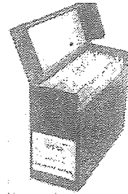
[see page four

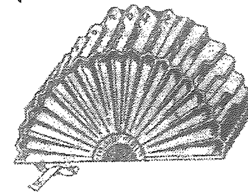
17. ① .... in the office is one of the peers of the private secretary of the Chief Executive Officer and ② .... is one of the juniors to him.
Select the answer that shows the correct positions for the above ① and ② respectively.
(1) Management Assistant, Accounts Clerk
(2) Pieon, Management Assistant
(3) Computer Operator, Office Aid
(4) Watcher, Office Aid

18. Select the image that shows the method of modern filling system.


(1)

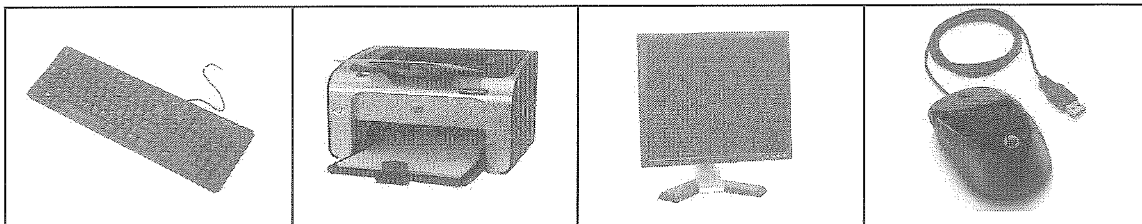

(2)

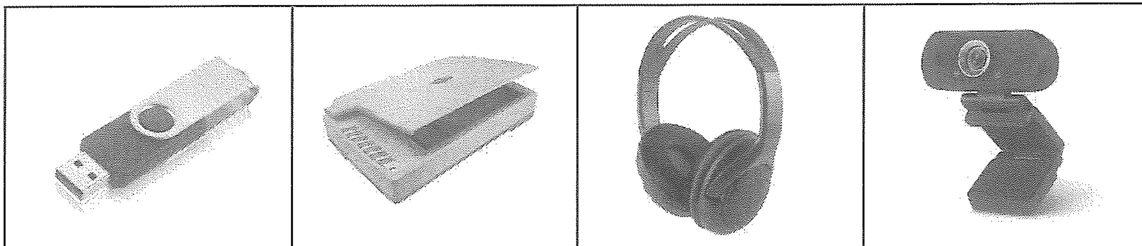

(3)


(4)

19. The amount of petty cash imprest of a business is Rs. 3 000. Cash in hand with petty cashier as at 01st of March 2020 was Rs. 300 and as at 31st March 2020 was Rs. 400.
Select the answer that shows the amount of petty cash reimbursement on 01st March 2020 and the petty cash expenses for the month of March 2020 respectively.
(1) Rs. 2 700, Rs. 2 600
(2) Rs. 2 700, Rs. 3 000
(3) Rs. 3 000, Rs. 2 600
(4) Rs. 2 600, Rs. 2 700

● Answer the questions No. **20** to **22** using the following images.


A *B* *C* *D*


E *F* *G* *H*

20. Select the answer that shows input devices only.
(1) *A, B, F* and *H* (2) *A, D, F* and *H*
(3) *D, E, F* and *G* (4) *D, E, F* and *H*

21. Select the answer that shows output devices only.
(1) *B, C* and *G* (2) *B, E* and *G*
(3) *C, D* and *E* (4) *F, G* and *H*

22. Which is **not**, either an input device or an output device?
(1) *D* (2) *E* (3) *G* (4) *H*

[*see page five*

23. What is the largest capacity of the following?
(1) 10 TB (2) 100 KB (3) 200 GB (4) 350 MB

24. Select the same capacity to 200 GB approximately.
(1) 0.02 MB (2) 0.2 TB (3) 2000 KB (4) 2000 MB

25. Which is **not** an available operating system?
(1) MS Windows 8 (2) Ubuntu
(3) MS Windows 20 (4) MS Windows 10

26. Which of the following statement is correct regarding folders names?
(1) Folder name can start with * symbol.
(2) Folder name can include < symbol.
(3) Abc?123 is a correct folder name.
(4) G10#Exam is a correct folder name.

27. Which of the following statement is correct regarding folders?
(1) Folders are used to save computer codes.
(2) Files are included in a folder.
(3) Folders cannot be included in another folder.
(4) Maximum number of folders in a computer is 1024.

28. Which one is **not** a Control Panel icon?
(1) Devices and Printers (2) Mouse
(3) Time and Date (4) MS Excel

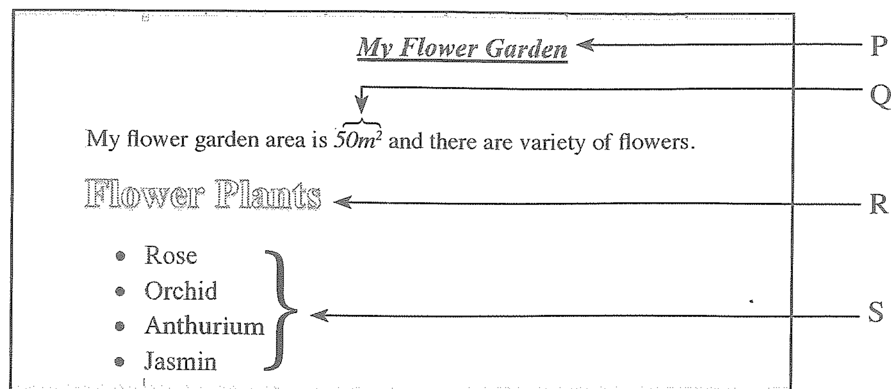
29. Which of the following statement is correct regarding web browsers?
(1) Web Browser is used to show the content of a web site.
(2) Web Browser is used to edit a computer program.
(3) Scratch is one of the web browsers.
(4) Google is one of the web browsers.

30. Which of the following statement is correct regarding search engines?
(1) Yahoo is one of search engines.
(2) Search engine is created using a main hardware part of a computer.
(3) Search engines do not show videos.
(4) Search engines do not provide information of schools.

31. Select the correct email address from the followings.
(1) abcschool@Yahoo
(2) gamage@whatsapp
(3) gamage@gmail.com
(4) itschool#gmail.com

[see page six

- Answer the questions No. **32** to **36** using the following word document and the MS Word icons.



A	B	C	D	E	F	G	H	I	J

32. Which icon is used to change the text color?
(1) C (2) G (3) H (4) J

33. Which icons are used to format 'My Flower Garden' in part P in the above word document?
(1) A, B, J (2) B, H, I (3) A, B, F, I (4) B, C, F, I

34. Which icons are used to create the part Q in the above word document?
(1) B and H (2) B and I (3) D and F (4) D and H

35. Which icon is used to create the part R in the above word document?
(1) C (2) G (3) H (4) J

36. Which icon is used to create bulleted list in the part S in the above word document?
(1) D (2) E (3) G (4) I

- Answer the questions No. **37** to **40** using MS Excel software package.

37. The cell of column E in 8th row is addressed as
(1) E8. (2) E-8. (3) 8E. (4) 8-E.

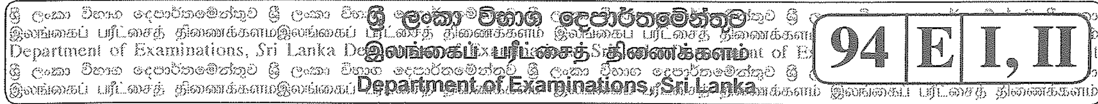
38. Which combination of keys you should use to come to the first cell in the top left corner?
(1) Alt + End (2) End + PgUp (3) Ctrl + Home (4) Alt + Home

39. Excel worksheet has
(1) around 10 000 rows. (2) over 100 000 rows.
(3) 230 columns. (4) 256 columns.

40. Value of a bill is in cell D2 of a spreadsheet. If the bill value is equal or more than Rs. 100 000, 10% discount is given. The final bill value after the discount should be included in cell E2.
What is the correct formula to obtain the final bill value to the cell E2?
(1) =if(D2>100000, D2*0.9, D2)
(2) =if(D2>100000, D2*0.1, D2)
(3) =if(D2>=100000, D2*0.9, D2)
(4) =if(D2>=100000, D2*0.1, D2)

* *

[see page seven



අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2020
கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2020
General Certificate of Education (Ord. Level) Examination, 2020

විද්‍යුත් ලේඛනකරණය හා ලඝුලේඛනය (ඉංග්‍රීසි) I, II
மின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும் (ஆங்கிலம்) I, II
Electronic Writing and Shorthand (English) I, II

Electronic Writing and Shorthand (English) II

* *Answer* ***five*** *questions altogether including the* ***first****. Select at least* ***one*** *question each from* part **I**, **II** *and* **III**.

1. (i) Write an **advantage** and a **disadvantage** of each following method used to prepare documents in an office.
(a) preparing documents manually
(b) preparing documents by using the computer

(ii) In ancient times, stone boards (plaque) as well as metal boards were used for documentation. Write **two** examples for each situation used for documentation at present.
(a) stone boards
(b) metal boards

(iii) Write **two** examples for each following type of software that installed in a computer.
(a) System software
(b) Application software

(iv) Write **four** types of file classification used in a business organization.

(v) Write shortcut keys of the keyboard that should be used to do the tasks of following icons.
(a) [cut icon] (b) [A▲ icon]

(vi) Explain how to create a sub list under an item in a list of word document.

(vii) (a) Write web addresses of **two** educational institutions in Sri Lanka.
(b) Write an available service of each web site you mentioned in (vii) (a) above.

(viii) (a) There are numeric values in cells C1, C2 and C3 of a spreadsheet of MS Excel. Write the formula that should be included in the cell C4 to obtain the total value of those three cells, to the cell C4.
(b) Write the formula that should be included in the cell C5 to obtain the average of the values in cells C1, C2 and C3, to the cell C5.

(ix) Write **four** types of computers can be classified according to the size.

(x) Write a meaningful sentence with at least **four** words that can be typeset using the home keys and the lower keys of the keyboard. **(02 × 10 = 20 *marks*)**

[*see page eight.*

Part I - Secretarial Practice

2. (i) Following is an invitation card which is prepared using the computer by the organizing committee of a school.

> **Invitation**
>
> We are excited to announce the opening of our new Theatre Building in our school.
>
> Please join us in celebrating the
>
> INAUGURAL CEREMONY
>
> Thursday, the 25th March 2021
> at 9.30
> at the Central College
>
> Organizing Committee
> Principal

(a) Assume that you received the softcopy of the above invitation. Write **three** points that you can edit in that invitation card.

(b) Write how to edit the editing points that you identified in the (i) (a) above, using a word processing software.

(06 *marks*)

(ii) Following is a job advertisement that published in a newspaper.

> **Vacancy Announcement**
>
> A Leading Garment Factory approved by BOI, invites applications for the following positions.
>
> - Secretary
> - Accounts clerk
>
> - Below 30 years of age
> - G.C.E. O/L
> - Sound communication skills
>
> Attractive salaries and allowances will be provided for the selected applicants.
>
> Interested candidates with the above qualifications should forward your application to the info@olal.com on or before 10th March 2021.

Consider you are going to apply for a post of the above vacancy announcement. Prepare the job application.

(04 *marks*)

(*Total* **10** *marks*)

[*see page nine.*

3. (i) Supun, who is the private secretary of the Chief Executive Officer of *XY* Company Ltd. and working as the petty cashier of the institute. He had a balance of Rs. 50 in hand as at 1st January 2021.

Following are the petty cash transactions occurred in the month of January 2021.

01/01	Reimburse the petty cash imprest Rs. 2 450
03/01	Travelling expenses Rs. 200
04/01	Purchasing stamps Rs. 175
06/01	Three wheeler chargers Rs. 200
07/01	Register postal chargers Rs. 160
09/01	Refreshment expenses Rs. 280
10/01	Purchasing stationary Rs. 180
14/01	Purchasing pens and pencils Rs. 240
15/01	Purchasing cool drinks Rs. 200
20/01	Travelling expenses Rs. 150
25/01	Postal charges Rs. 225

(a) How much is the petty cash imprest of the *XY* company?

(b) Prepare the petty cash book of *XY* Company for the month of January 2021.

(c) How much is the petty cash balance in hand as at 31st January 2021. (06 *marks*)

(ii) Write **two** examples for item that belongs to each type of the following used in an office.

(a) Equipment (b) Furniture

(c) Stationary (d) Papers (04 *marks*)

(*Total* **10** *marks*)

Part II - Electronic Documentation

4. Following is a document prepared by using a Word Processing Software.

A →

B →

C →

D ←

E →

Education Exhibition

ABC College, Colombo 10

The ABC College, Colombo 10 conducts a school exhibition at the school premises from 2nd April 2021 to 9th April 2021.

The exhibition has the following items

- Science Section Compartment
- Commerce Section Compartment
- Art Section Compartment
- Technology Section Compartment
- ICT Compartment
- Entertainment Areas
  - Merry Go Round
  - Roller Costar
  - Restaurants

Free of charges for school students

Merry Go Round	Roller Costar	Restaurants

[see page ten.

(i) Explain the steps of creating the heading of 'Education Exhibition' in Part A. (02 *marks*)
(ii) Explain the steps of creating the text in Part B. (02 *marks*)
(iii) Explain the steps of creating the list in Part C. (02 *marks*)
(iv) Explain the steps of creating the image in Part D. (02 *marks*)
(v) Explain the steps of obtaining pictures as they are in Part E. (02 *marks*)

(***Total* 10 *marks***)

5. The efficiency bar examination held in an institute to promote employees consisted in an oral test and a written test.

Following is the spreadsheet that the marks of 10 employees who sat for the above examination of the institute were included

	A	B	C	D	E	F	G	H
1 2	Name	Written test marks (40)	Written marks (100)	Oral test marks (60)	Oral marks (100)	Total marks (200)	Average marks (100)	Pass/Fail
3	Sama	28		40				
4	Rama	16		30				
5	Sandun	20		42				
6	Sarath	12		44				
7	Rupa	26		36				
8	Amara	30		52				
9	Sena	24		40				
10	Banu	10		25				
11	Ravi	18		50				
12	Teena	32		48				
13								

(i) Write the equation that should be included in the cell C3 to obtain the percentage of the marks of written test of Sama. (01 *mark*)

(ii) As in (i) above write the easiest way to indicate the percentages of written test marks of other employees to the column C. (01 *mark*)

(iii) Write the equation that should be included in the cell E3 to obtain the percentage of the marks of oral test of Sama. (01 *mark*)

(iv) Write the equation that should be included in the cell F3 to obtain the total marks of percentages of written test and oral test of Sama. (01 *mark*)

(v) Write the equation that should be included in the cell G3 to obtain the average mark of written test and oral test of Sama. (02 *mark*)

(vi) Write a formula that you can use to calculate the average marks of the percentages obtained for the written test by the all ten employees faced for the efficiency bar examination. (02 *marks*)

(vii) To pass the efficiency bar examination an employee has to obtain 40% or greater than it of average mark. Unless the employee will fail the examination. Write the equation that should be included in the cell H3 to indicate the pass (P) or fail (F) of Sama. (02 *marks*)

(***Total* 10 *marks***)

[*see page eleven.*

Part III - Shorthand

6. (i) (a) How do you write the vowel sounds in shorthand, when it comes before the consonant?
(b) Write a word that the vowel sound comes before the consonant, as an example in longhand and shorthand. (03 *marks*)

(ii) Write the following punctuation marks using shorthand.
(a) Full stop
(b) Hyphen (01 *mark*)

(iii) Write the following sentences in shorthand.
(a) Do the page two.
(b) It shall be the shape. (02 *marks*)

(iv) Translate the following sentences into English.

(a)

(b)

(04 *marks*)
(*Total* **10** *marks*)

7. (i) (a) How do you write the vowel sounds in shorthand, when it comes after the consonant?
(b) Write a word that the vowel sound comes after the consonant, as an example in longhand and shorthand. (03 *marks*)

(ii) Write the following punctuation marks using shorthand.
(a) Question mark
(b) Parenthesis (01 *mark*)

(iii) Write the following sentences in shorthand.
(a) Who do it today?
(b) Which page they date? (02 *marks*)

(iv) Translate the following sentences into English.

(a)

(b)

(04 *marks*)
(*Total* **10** *marks*)

* * *